TABLE NO. [ ]

MULTIMEDIA UNIVERSITY

STUDENT ID NO. [| | | | | | | | | |]

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023
TERM ID 2210

TIS 3201– ENTERPRISE INFORMATION SYSTEMS

(All Sections / Groups)

8 FEBRUARY 2023
2.30 p.m. – 4.30 p.m.
(2 Hours)

Question	Marks
Total (40%)	

INSTRUCTION TO STUDENT

1. This Question paper consists of **EIGHT** pages with **FIVE** questions only.
2. Answer any **FOUR** out of the **FIVE** questions.
3. If you answer all questions, **ONLY** the FIRST four questions will be marked.
4. Each question carries **10 marks** and the maximum marks allotted are **40 marks**.
5. Please print all your answers **clearly** and **neatly** in the specified **ANSWER BOX** provided for each question.

Question No. 1

a. An enterprise information systems (EIS) usually employed a three-tier client-server architecture. What are the names of these tiers and what is the reason to employ it? Can a two-tier architecture be employed in an EIS environment?

(4 marks)

b. What is business process? An organization is only as effective as it's business processes, so successful companies spend time analyzing and optimizing their processes to meet certain criteria. Explain two of these criteria.

(3 marks)

Continued.....

c. Explain what a process map is and list at least two benefits of process mapping.

(3 marks)

Question No. 2

a. Change management is the body of knowledge that addresses change within the context of an organization. Enterprise Resource Planning (ERP) systems can change a company in several ways. Explain these changes. Furthermore, what are the principles of change management in your opinion? Please list at least two of them.

(4 marks)

Continued.....

b. The criteria in choosing an implementation strategy for an ERP system depend on the company size, urgency, risk tolerance level, amount of resources applied to the project, and project scope. Explain one implementation strategy together with it advantage and disadvantage.

(3 marks)

c. What are the typical ERP maintenance activities? Explain three of them.

(3 marks)

Continued.....

Question No. 3

a. What is financial accounting in the context of an enterprise systems? You can explain by referring to the SAP lab work that you did in the Financial Accounting (FI) module. Explain what constitutes financial statements, or in other words, what makes a financial statement?

(4 marks)

b. Explain in detail, at least three of the following: general ledger, accounts receivable, credit management, accounts payable, and cash management.

(3 marks)

Continued.....

c. What is management accounting? Explain at least two types of costing.

(3 marks)

Question No. 4

a. The SAP lab work includes a Human Capital Management (HCM) module. Based on the work that you did and the lecture given, why do companies implement the HCM module? Explain two of them according to your own opinion.

(3 marks)

Continued.....

b. What are the reasons why HCM functions are outsourced? Explain three of them.
(3 marks)

c. What are data center controls? Data center controls protect three difference areas. What are these areas and give an example for each of these areas?
(4 marks)

Continued.....

Question No. 5

a. Explain the concept of supply chain management (SCM). List and describe the four main activities in the supply chain.

(4 marks)

b. Supply chain technologies are used to connect suppliers, manufacturers, retailers, and customers. Explain in detail one of these technologies.

(3 marks)

Continued.....

c. Customer relationship management (CRM) systems organize, automate and synchronize: marketing, sales, and customer service and technical support. Explain in details these three CRM components and functionalities.

(3 marks)

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